

Information Technology

UNIT 14: IT Service Delivery

Part A

You do not need any other materials.

Instructions

- **Part A** contains material for the completion of the preparatory work for **Part B**. There are no marks awarded for **Part A**.
- **Part A** must be taken over a maximum of 3 hours across a period of 2 weeks.
- **Part A** should be given to learners 2 weeks before taking **Part B** of the assessment, so that learners can start the preparatory period in advance of the supervised assessment period.
- **Part A** is specific to each series and this material must be issued only to learners who have been entered to take the task in that series.
- **Part B** materials for the set task will be issued before the start of the supervised assessment period according to the guidance in the specification.
- This booklet should not be returned to Pearson.

Turn over ►

Instructions to Teachers/Tutors

This paper must be read in conjunction with the unit information in the specification and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document. See the Pearson website for details.

Refer carefully to the instructions in this task booklet and the *BTEC Nationals Instructions for Conducting External Assessments (ICEA)* document to ensure that the assessment is supervised correctly.

This set task has a preparatory period. **Part A** sets out how learners should prepare for the completion of the **Part B** task under supervised conditions.

Part A should be issued to learners 2 weeks before taking **Part B** of the assessment.

Learners will be expected to conduct preparatory research and can take up to two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.

Research is expected to be carried out over a maximum of 3 hours and access to the Internet is expected. There are no marks awarded for **Part A**.

Centres must issue this booklet at the appropriate time and advise learners of the timetabled sessions during which they can prepare. It is expected that scheduled lessons or other timetable slots will be used for some or all of the preparation.

There is no requirement for supervision during this period.

Part B must be completed under supervision. Centres are free to arrange the supervised assessment period how they wish, provided the 8 hours for producing final outcomes are under the level of supervision specified, and in accordance with the conduct procedures.

Teachers/tutors should note that:

- learners should not be given any direct guidance
- learners should not be given any support in writing or editing notes
- all work must be completed independently by the learner.

Learner notes must be retained securely by the centre after **Part A** and returned to learners at the start of **Part B**.

Instructions for Learners

Read the set task brief carefully.

This is **Part A** of the set task and gives information you need to use to prepare for **Part B** of the set task.

You will need to do your own research over the next 2 weeks.

You can take a maximum of two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.

You will complete **Part B** under supervised conditions, without access to the Internet.

You must work independently and must not share your work with other learners.

Your teacher/tutor may give guidance on when you can complete the research.

Your teacher/tutor cannot give you feedback during the research.

Set Task Brief

Painless Smiles is a dental practice in Burford, which is a small countryside town in Oxfordshire. It employs 15 members of staff in a two-storey building.

The dental practice is open Monday to Friday from 8.00 a.m. until 5.00 p.m.

Staff use systems to manage patient appointments, treatments and payments, as well as maintaining stock levels to ensure there are always sufficient levels of dental products in stock.

The dental practice currently has a computer system in place with each member of staff using dedicated PCs. It wants to install a networked system that will efficiently store and manage the information and data requirements for the dental practice. The system must incorporate state-of-the-art dental equipment.

The dental practice will utilise the expertise of an outside IT support company to recommend, manage and maintain the setup of the system.

Painless Smiles is not a real dental practice, but it is representative of dental practices in the health sector that you might want to investigate as part of your research.

Part A Set Task

You are advised to spend a maximum of 3 hours doing your research.

You will research the **IT service delivery requirements** that are relevant to dental practices. You should research similar dental practices of this size and type in the health sector and you should consider:

- hardware requirements
- software requirements
- data and information requirements
- relevant IT legislation.

Specifically, for future developments, you may want to investigate the IT service delivery requirements of:

- wall mounted monitors in each treatment room
- surveillance cameras to be strategically placed, e.g. front door, reception, waiting room and hallways
- technology to generate 3D cast images.

In **Part B** you will design and plan the IT service delivery solution for Painless Smiles in relation to the IT service delivery life cycle. You will be able to take two sides of individually prepared hard copy A4 research notes into **Part B** of the set task.